表5、表6及表7

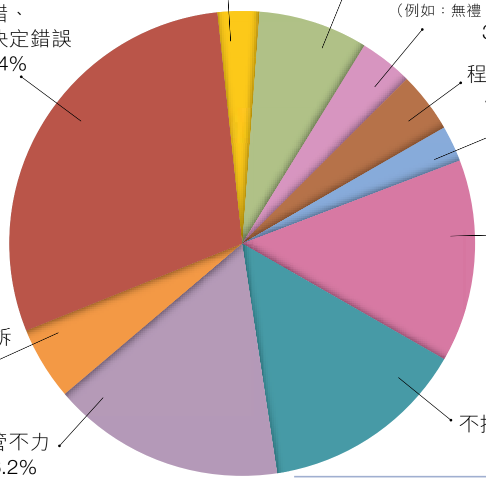

表5
投訴個案的性質

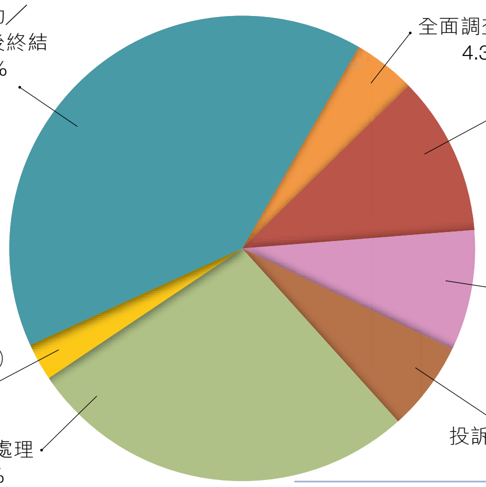

表6
已終結的投訴個案分類：5,701宗

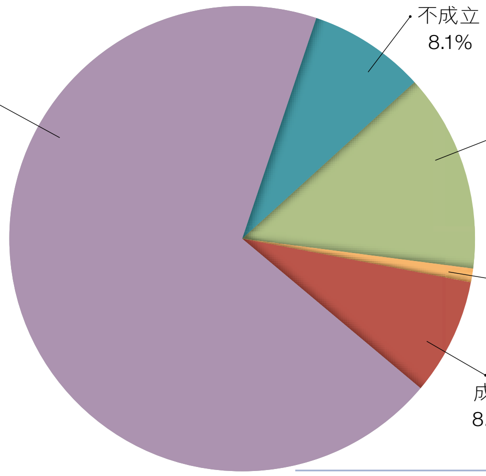

表7
經全面調查後終結的投訴個案結果：247宗